

1 Covad's application merely asks the Court to order Pacific to comply with its
2 existing duty, under both the antitrust laws and the Telco Act, to make its network facilities
3 available to its competitors. This relief will benefit all competitors -- and all consumers. But the
4 longer that relief is delayed, the less effective it will become.

5 **C. Conclusion**

6 Covad therefore requests that the Court grant an order shortening time to permit
7 its application for a preliminary injunction to be heard no later than July 17, 1998, and set a
8 briefing schedule which closely tracks the Local Rules' 35-day briefing schedule:

9		
10	June 29, 1998	Pacific's Opposition to Application to Preliminary Injunction to be filed and served by hand.
11		
12	July 6, 1998	Covad's Reply to be filed and served by hand
13		
14	July 17, 1998 9:00 a.m.	Hearing on Covad's Application for Preliminary Injunction

15
16 DATED: June 14, 1998.

17 McCUTCHEN, DOYLE, BROWN & ENERSEN, LLP

18
19 By: _____

20 Attorneys for Plaintiff
21 Covad Communications Company
22
23
24
25
26
27
28

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6 3560 Bassett Street
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8 Attorneys for Plaintiff
Covad Communications Company
9

10 UNITED STATES DISTRICT COURT
11 NORTHERN DISTRICT OF CALIFORNIA
12 SAN FRANCISCO DIVISION

13 COVAD COMMUNICATIONS
14 COMPANY, a California corporation,
15 Plaintiff,
16 v.
17 PACIFIC BELL, a California corporation,
18 Defendant.
19

No. C 98-1887 SI

**DECLARATION OF ALFRED C.
PFEIFFER, JR., IN SUPPORT OF
COVAD COMMUNICATIONS
CORPORATION'S EX PARTE
MOTION FOR ORDER SHORTENING
TIME TO HEAR COVAD
COMMUNICATIONS COMPANY'S
APPLICATION FOR PRELIMINARY
INJUNCTION**

**Date: TBD
Time: TBD
Place: Courtroom 4
Honorable Susan Illston**

22
23 I, Alfred C. Pfeiffer, Jr., declare as follows:

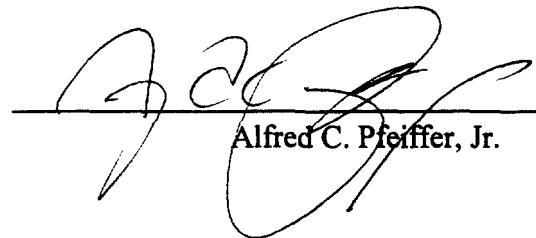
24 1. I am a member of the law firm of McCutchen, Doyle, Brown & Enersen,
25 counsel for plaintiff Covad Communications Company ("Covad") in this matter. I make this
26 declaration in support of Covad's Ex Parte Motion for Order Shortening Time to Hear Covad

1 Communications Company's Application For Preliminary Injunction. I have personal
2 knowledge of the facts stated herein, and if called upon could and would testify competently to
3 them.

4 2. Attached hereto as Exhibit A is a true and correct copy of SBC
5 Corporation's May 28, 1998, press release announcing "Broad ADSL Deployment Across
6 California."

7 3. On June 13, I spoke with James B. Young, General Attorney and Assistant
8 General Counsel for Pacific Bell. I informed him that Covad would be filing the Application for
9 Preliminary Injunction and this Ex Parte Motion For Order Shortening Time for hearing. I told
10 him that Covad would request a hearing in approximately 35 days.

11 I declare under penalty of perjury that the foregoing is true and correct. Executed
12 this 13th day of June 1998, at San Francisco, California.

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15 
16 Alfred C. Pfeiffer, Jr.
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SBC Communications Announces Broad ADSL Deployment Across California

Pacific Bell Plans To Have Service Available To More Than 5 Million California Business And Residential Customers By End Of Summer

San Francisco, California, May 27, 1998

SBC Communications, Inc. announced today that Pacific Bell will begin broadly deploying high-speed Asymmetrical Digital Subscriber Line (ADSL) service in more than 200 communities across California to satisfy customers' increased demands for bandwidth and faster Internet access.

Designed primarily for Internet and telecommuting applications, ADSL enables businesses of all sizes to work smarter and home Internet enthusiasts to surf faster. Packaged with Internet service, ADSL provides online consumers and small businesses with accelerated access to the World Wide Web. As a stand-alone connection, ADSL also allows telecommuting employees and after-hours home workers to connect to their employers' corporate networks via dedicated, secure links.

Following a successful market trial of ADSL initiated last fall, Pacific Bell plans to initially deploy ADSL in **87 central offices** serving all or part of more than 200 communities throughout the state. Within the next few months, cities such as San Jose, San Francisco, Oakland, Anaheim, Los Angeles, San Diego and Sacramento will have Pacific Bell ADSL service. The ADSL-equipped central offices currently serve approximately 4.4 million households and 650,000 business customers.

"SBC recognizes the value of the data communications market for our customers and our business. Pacific Bell's broad-based rollout of ADSL in California is one example of the commitment we are making to support our customers' data needs," said Royce Caldwell, President of SBC Operations.

"Pacific Bell is stepping up to the plate to deliver lightning fast Internet access to millions of our customers in California, home of the world's most demanding and intensive Internet users," said Jim Callaway, Pacific Bell president of public affairs. "This broad geographic rollout delivers on our commitment to provide Californians with the speed they need at a competitive price so that they can take greater advantage of the power of the Internet. It gives them the ability to receive and send data to anyone, anywhere, anytime. The California marketplace already has the highest percentage of "wired" households and the greatest number of second

phone lines of any state in the country. The introduction of ADSL technology will solidify the Golden State's position as the center of the Internet world," he added.

The much-anticipated offering is expected to bolster California's economic, environmental and social development, according to state Senator Steve Peace (D-La Mesa). "I applaud Pacific Bell's commitment to accelerate deployment of this advanced telecommunications infrastructure on behalf of California businesses and consumers," said Senator Peace. "This is truly the technology that California needs to remain competitive in the 21st century, for it has social, educational and business applications that benefit each and every one of us."

Pacific Bell plans to begin commercial deployment in July. Pacific Bell is making filings with regulatory authorities to provide this service.

ADSL provides telecommuters and branch offices with secure, dedicated links to corporate networks at transmission speeds of up to 1.5 megabits per second (Mbps) - 50 times faster than 28.8 kilobits per second (Kbps) modem speeds. By comparison, it would take a 28.8 Kbps modem 41 minutes to download a short video clip (72 Mbps) that could be downloaded in 48 seconds using ADSL technology. It is also a high-speed, always-on, direct Internet access solution that enables users to download data, graphics, audio and video files over existing telephone lines while simultaneously using a phone or fax machine.

Three ADSL offerings will be available from the company and priced as follows pending regulatory approval and processes:

- **"Home Pack DSL"** includes the ADSL connection and Internet service, and is designed for high-volume home Internet users. "Home Pack" provides transport speeds starting at 384 kilobits per second (Kbps) downstream and 128 Kbps upstream. Total monthly price for home Internet access package starts at \$89, including \$59 ADSL connection and \$30 dedicated Internet service from Pacific Bell Internet Services.
- **"Internet Access Pack DSL"** also includes the ADSL connection and Internet service, and is designed to meet the higher-speed Internet access needs of all businesses. "Internet Access Pack" includes two speed options:
 - up to 384 Kbps downstream and 384 Kbps upstream to meet the needs of small office/home office (SOHO) and small businesses requiring internet access. Total monthly price for business Internet package starts at \$199, including \$99 ADSL connection and \$100 dedicated Internet service from Pacific Bell Internet Services.
 - up to 1.5 megabits per second (Mbps) downstream and 384 Kbps upstream for small businesses needing more bandwidth and for medium and large businesses where many employees share a single internet connection. Total monthly price for the business Internet package for

small offices starts at \$339, including \$189 ADSL connection and \$150 dedicated Internet service from Pacific Bell Internet Services.

- **"Office Pack DSL"** includes the ADSL service and is designed to meet the dedicated and secure remote access needs of large business customers. "Office Pack" includes two speed options:
 - up to 1.5 Mbps downstream and 384 Kbps upstream. Total monthly price for high-speed corporate network connection is \$189.
 - up to 384 Kbps downstream and 384 Kbps upstream. Total monthly price for high-speed corporate network connection is \$99.

Additional charges may apply for purchases of customer premise equipment and network integration services.

A one-time installation charge of \$125 applies for each ADSL package. Pacific Bell will make ADSL equipment available to its residential and business customers; pricing for ADSL equipment will vary by ADSL package.

"Pacific Bell's plans to broadly deploy high-speed connectivity is a major win for California's personal computer users," said Robert T. Jenkins, Intel vice president and director of corporate licensing. "We congratulate Pacific Bell's commitment to major statewide deployment of ADSL access." Jenkins, who chairs the executive committee of the California Manufacturers' Association (CMA), said that a recently issued CMA study predicted that "640,000 new jobs and an increase of more than \$200 billion in gross state output by 2001" will result from broadly deployed services such as Pacific Bell's ADSL.

"Commercial deployment of ADSL is but one component of our unfolding data strategy. Over the next few months, we intend to introduce a full range of data transport and networking services that meet the complex demands of businesses and consumers," said Ed Mueller, president and CEO of Pacific Bell.

According to Beth Gage, a broadband consultant at TeleChoice, the North American DSL market is expected to reach an installed base of 110,000 lines this year, 355,000 in 1999 and more than one million in 2001. "California's high tech industries and other factors contribute to its position as the most wired region in the US," Gage said. "As mass market DSL services become available consumers and businesses will benefit from vastly improved Internet response times for retrieving and transmitting data. Eliminating the local access bandwidth bottleneck for consumers and small businesses will have definite side effects - increased use of the Internet for business applications and consumer entertainment, and continued growth of new applications and services that will take advantage of new access capabilities."

Due to existing technology and distance limitations, ADSL will not be available to all customers served by the ADSL-equipped central

offices. Initially, the service will be available to approximately 60 percent of the households and businesses in each service area. To receive the service, customers must be located within 16,000 feet of a ADSL-equipped central office and their lines must meet certain transmission criteria.

While existing phone lines can be adapted for ADSL, the following hardware and software is required: an ADSL modem; a "splitter" that divides voice and data line traffic; and a Network Interface Card that connects the modem to a personal computer.

As a member of the Universal ADSL Working Group (UAWG) comprised of leading telecommunications, hardware and software companies, Pacific Bell's parent company, SBC Communications, Inc., believes its ADSL offering helps satisfy the UAWG's goal of bringing high-speed access to the mass market.

Pacific Bell will provide one-stop shopping for hardware, service and support and can assist customers in obtaining and installing these devices. California residents can call 1-888-884-2DSL or visit the Pacific Bell Web site at www.pacbell.com/products/business/fastrak/adsl/ for additional information.

Pacific Bell provides basic and leading-edge telephone services and products to over 13.8 million business and residential customers -- a total of more than 17.6 million access lines -- throughout California. It is a company of SBC Communications Inc., a global leader in the telecommunications industry with nearly 34 million access lines and 5.6 million wireless customers across the United States, as well as investments in telecommunications businesses in 10 countries. Under the Southwestern Bell, Pacific Bell, Nevada Bell and Cellular One brands, SBC, through its subsidiaries, offers a wide range of innovative services, including local and long-distance telephone service, wireless communications, paging, Internet access, and messaging, as well as telecommunications equipment, and directory advertising and publishing. SBC (www.sbc.com) has more than 118,000 employees and reported 1997 revenues of \$25 billion. SBC's equity market value of \$80 billion (as of March 31, 1998) ranks it as one of the largest telecommunications companies in the world.

Pacific Bell *ADSL Central Offices* 1998 Summer Deployment

The following central offices cover all or part of more than 200 communities in California.

Alameda	Los Angeles (5)
Albany	Milpitas
Alhambra	Mountain View
Anaheim (2)	National City
Arcadia	Newport Beach
Berkeley	Northridge
Beverly Hills	North Hollywood
Burbank	Oakland (3)
Burlingame	Palo Alto (2)
Canoga Park	Pasadena

Colma	Pleasanton
Compton	Redwood City
Concord	Reseda
Costa Mesa	Sacramento (4)
Culver City	San Bruno
Danville (2)	San Carlos
El Toro	San Diego
Escondido	San Francisco (5)
Fair Oaks	San Gabriel
Fremont (2)	San Jose (5)
Fullerton	San Mateo
Garden Grove	San Ramon
Glendale	Santa Ana (2)
Hayward	Santa Clara (2)
Hollywood	Sherman Oaks
Irvine	Simi
La Crescenta	Sunnyvale
La Jolla	Tustin
La Mesa	Van Nuys
Laguna Nigel	Ventura (2)
Livermore	Walnut Creek
Los Altos	



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8 Attorneys for Plaintiff
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10 UNITED STATES DISTRICT COURT
11 NORTHERN DISTRICT OF CALIFORNIA
12 SAN FRANCISCO DIVISION

13 COVAD COMMUNICATIONS
COMPANY, a California corporation

14
15 Plaintiff,

16 v.

17 PACIFIC BELL, a California corporation,

18 Defendant.
19

No. C 98-1887 SI

**[PROPOSED] ORDER SHORTENING
TIME TO HEAR COVAD
COMMUNICATIONS COMPANY'S
APPLICATION FOR PRELIMINARY
INJUNCTION**

**Date: TBD
Time: TBD
Place: Courtroom 4
Honorable Susan Illston**

20
21 The Court has considered the motion and supporting papers of Plaintiff Covad
22 Communications Company ("Covad") for an order shortening time for hearing on its Application
23 for Preliminary Injunction.

24 The Court finds good cause to set a hearing date in this matter for July 17, 1998.
25 Pacific Bell intends to offer ADSL service on a broad scale beginning in mid-July 1998,
26 completing its deployment by the end of summer, 1998. Accordingly, delaying the hearing until

1 August 14, 1998 could prejudice Covad and diminish the efficacy of the requested relief. In
2 addition, the July 17 hearing date approximates the usual 35-day schedule set by the Local Rules
3 for the Northern District of California for regularly noticed motions. Consequently, the briefing
4 schedule places no undue burden of Pacific Bell.

5 WHEREFORE, IT IS HEREBY ORDERED that the parties adhere to the
6 following schedule:

7		
8	June 29, 1998	Pacific's Opposition to Application to Preliminary Injunction to be filed and served by hand.
9		
10	July 6, 1998	Covad's Reply to be filed and served by hand
11		
12	July 17, 1998 9:00 a.m.	Hearing on Covad's Application for Preliminary Injunction
13		
14		

15 DATED: _____, 1998.

16
17
18 _____
United States District Judge

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10 UNITED STATES DISTRICT COURT
11 NORTHERN DISTRICT OF CALIFORNIA
12 SAN FRANCISCO DIVISION
13

14 COVAD COMMUNICATIONS
COMPANY, a California corporation,

15 Plaintiff,
16

17 v.

18 PACIFIC BELL, a California corporation,

19 Defendant.
20

No. 98-01887 SI

**DECLARATION OF LOU PELOSI IN
SUPPORT OF COVAD
COMMUNICATIONS COMPANY'S
APPLICATION FOR PRELIMINARY
INJUNCTION**

DATE: August 14, 1998
TIME: 9:00 a.m.
PLACE: Courtroom 4
Hon. Susan Illston

21
22 I, Lou Pelosi, declare as follows:

23 1. I am employed by plaintiff Covad Communications Company ("Covad") as
24 Director of Marketing. I have overall responsibility for the marketing efforts of Covad. I have
25 personal knowledge of the facts stated herein, and if called upon could and would testify
26 competently to them.

DECLARATION OF LOU PELOSI IN SUPPORT OF
COVAD COMMUNICATIONS COMPANY'S APPLICATION FOR PRELIMINARY INJUNCTION
(Case No. 98-01887 SI)

1 2. Covad is in the business of providing widespread high speed digital local
2 telecommunications service to residential and business users over local telephone lines. Covad's
3 service is known as TeleSpeed.

4 3. In my role as Director of Marketing, it is important for me to have Covad's
5 TeleSpeed service in my residence. Having TeleSpeed would increase my productivity by
6 allowing me to work from home and communicate more easily with the marketing team. In
7 addition, our marketing efforts in the telecommuter market are enhanced by the fact that Covad
8 employees themselves use Covad's service. In order to provide TeleSpeed service, Covad must
9 obtain local loops from Pacific Bell. Local loops are the wires that connect a residence or
10 business to Pacific Bell central offices. They enable information to pass between the residence
11 or business and Covad's equipment in the central office, and then through to the customer's
12 network. Covad leases space at the central offices and collocates its own equipment at these
13 locations to connect to the local loops. Pacific Bell owns the vast majority of the loops in the
14 San Francisco Bay Area and Covad must lease the loops from Pacific Bell.

15 4. I ordered Covad's TeleSpeed service so that I could have high speed ADSL
16 access to Covad's computer network from my residence. I understand the Pacific Bell is
17 required to treat Covad with parity – that is, Pacific Bell must provide Covad the same level of
18 service as it provides itself and its retail customers. My personal experience demonstrates that
19 Pacific Bell has been failing to meet its obligations and discriminating against Covad.

20 5. On February 2, 1998 Covad attempted to order a loop from Pacific Bell to
21 provide Covad's ADSL service to my residence in Palo Alto, CA. A copy of the installation
22 work order stating the order date is attached (see Exhibit A, page 2, ILEC Order Date).

23 6. Covad was given an initial installation date of February 17, 1998, as detailed
24 in Exhibit A. On February 18, 1998 Pacific Bell failed to install the line. When Covad contacted
25 Pacific Bell on February 18, Covad was informed that there were no loops available (see Exhibit
26 A, page 2, Work Log for February 18, 1998).

1 7. Covad was again informed on February 20, 1998 by Pacific Bell that the order
2 was on hold, pending loop availability. Pacific Bell stated that Covad's order was "P102ed", a
3 term which means that there are no loops available. The high demand in some neighborhoods
4 for second and third lines in single-family residences sometimes results in a shortage of loops in
5 that neighborhood. Pacific Bell stated that to bring in additional loops would require
6 construction (see Exhibit A, Work Log, February 20 and March 19, 1998). Construction of new
7 loops involves either dropping a line to the premises from an existing Pacific Bell overhead wire
8 or digging underground and extending a line to the premises from existing underground cable.

9 8. Based on the excuse of "new construction", the date for the installation of the
10 loop was rescheduled by Pacific Bell for April 10, 1998 (see Exhibit A, Work Log, March 19,
11 1998). However, Pacific Bell failed to meet the April 10, 1998 deadline. Pacific Bell then
12 informed Covad that the installation date had changed yet again to July 31, 1998 (see Exhibit A,
13 Work Log, April 7, 1998).

14 9. On April 30, 1998, out of concern that Pacific Bell was discriminating against
15 me as a Covad customer, I placed an order from Pacific Bell's website for Pacific Bell's FasTrak
16 Integrated Services Digital Network ("ISDN") service. Pacific Bell's FasTrak ISDN service
17 offers high speed data transmission over a single phone line and competes with Covad's
18 TeleSpeed service. To provide ISDN service, Pacific Bell had to install a local loop, the exact
19 same type of line that Covad needs to provide its TeleSpeed service to customers and the same
20 type of line Covad ordered from Pacific Bell in February. It is also the same type of line that
21 Pacific Bell said was unavailable in my neighborhood.

22 10. I immediately received a website order confirmation from Pacific Bell, as
23 well as a final confirmation through the mail. Copies of the website order confirmation and of
24 the mail confirmation are attached as Exhibits B and C.

25 11. On May 1, 1998 I received an email from Pacific Bell noting an install date of
26 May 21, 1998 (see Exhibit D).

1 12. On May 21, 1998 a Pacific Bell employee came to my home and installed the
2 line for Pacific Bell's FasTrak ISDN, even though Covad was still waiting for Pacific Bell to
3 bring more lines to my neighborhood. A copy of the Pacific Bell employee's installation
4 confirmation is attached as Exhibit E.

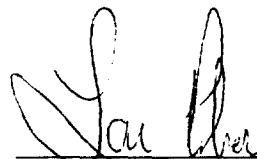
5 13. On May 28, 1998, Covad wrote a letter to Pacific Bell complaining about this
6 discriminatory treatment. A copy of the letter is attached as Exhibit F.


7 14. On June 8, 1998 a Covad employee went to my residence, tested the Pacific
8 Bell line and verified that the Pacific Bell line was operational.

9 15. On June 11, 1998, two weeks after Covad's letter to Pacific Bell regarding this
10 incident, Pacific Bell somehow found a loop for my Covad TeleSpeed service.

11 16. From the date of my Pacific Bell order to the date of installation, it took
12 Pacific Bell 21 days to install the line. In comparison, Covad waited for a line from Pacific Bell
13 for 129 days from the order date. Clearly, Pacific Bell has not provided Covad the same level of
14 service as it provides itself and its retail customers.

15 I declare under penalty of perjury that the foregoing is true and correct. Executed
16 this 12 day of June, 1998.

17
18 
19 _____
20 Lou Pelosi

			
ID: 000272		Speed: 1.1/1.1	
Status: Pending loop availability		CO: PLALCA02	
		Convert Existing ISDN to DSL: No	
Customer Name: Covad Communications		CPE Provider: Covad Provide DSL Modem	
Client Name: Lou Pelosi		CPE Type: none	
Title: Dir. of Marketing		CPE Serial Number:	
Street Address: 542 Hilbar Lane		Covad Install Date:	
City: Palo Alto		Distance from CO: 10560	
State: CA		ILEC Assigned Circuit #: 77/LXQD/163010/054/PT	
ZIP: 94303		Network Configuration	
Office Telephone: (408)490-4549		Network Type: IP with routable LAN	
Installation Phone: (650)328-1863		WAN	
Fax:		Customer Router IP: 172.17.4.1	
Dwelling:		Mask: 255.255.255.0	
Inside Wiring Required: No		Client Router IP: 172.17.1.14	
E-mail: lpelosi@covad.com		Routing Protocol: RIP-2	
Primary OS: Windows95		Broadcast IP: 172.17.7.255	
# Existing Voice Lines: 1		LAN	
# Existing ISDN Lines: 0		Client Router IP: 172.17.1.13	
Location of NID: Outside		Mask: 255.255.255.252	
Location of Computer: Den		RIP: RIP-2	
Additional Notes: Cancel Lou's existing line. He has moved. ***NEW ILEC RES DATE of 4/10/98			
Provisioning Info		DHCP	
DSLAM: Diamond Lane		Use DHCP: Yes	
Pair: 38		DHCP Server IP: 172.16.2.11	
Shelf: 1			
Card: 10		FSE Info	
Port: 2		FSE Assigned:	
DSLAM/RDC PVC/DLCI: 0.124		Mileage:	
Customer PVC/DLCI To Client: 35		Customer Contact: Paul Evans (408)490-4543	

Work Dates		Work Fields	
Date Order Received:	30-JAN-98	Status Summary:	Pending ILEC Facility Resolution
Date Order Created:	02-FEB-98	Originating Order ID / PON:	000000000000305
Date Workorder (IWO) Created:	02-FEB-98	IWO Last Modified By:	custcare
ILEC Order Date:	02-FEB-98		
ILEC Scheduled Install Date:	17-FEB-98		
ILEC Technician Confirm Date:	17-FEB-98		
Covad Scheduled Test Date:	null		
Covad Loop Acceptance Date:	null		
Covad Scheduled Install Date:	null		
Covad Actual Install Date:	null		
Customer Acceptance Date:	null		
Date IWO Closed for Verify:	null		
Date IWO Closed:	null		
Date IWO Last Modified:	20-MAY-98		

WORK LOG:**Wed Feb 18 17:01:31 1998 - lstevens**

John called and asked that I follow up; appears there could be a facility issue; the pair is tagged at the pole but not at the rpemise. Appears to be only one pair going in to the home. Checked up with Linda at 714/687-7721. Linda shows this order in jeopardy, but is not sure if it has been P102ed? Lookign for further status.....

Wed Feb 18 17:02:07 1998 - lstevens

Linda called back. IT has been p102ed for facilities.. Waiting for a status call back. Will call as soon as she gets information.

Fri Feb 20 14:29:52 1998 - lstevens

Construction - estimating the 10th of April.....Linda will keep me me updated; 714/687-7759

Thu Mar 19 06:14:15 1998 - fward

Talk with linda at pac bell stated possible install of 04/10/98 cust needs construction... per fward

Thu Mar 19 07:32:28 1998 - fward

Update theis order is p102 not due to complete until 05/10/98 per fward

Sun Mar 22 14:26:41 1998 - lstevens

Covad IT, Our vendor, PAC BELL, have offered us a resolution date to the issue with the link order for Lou Pelosi, order number 305. The new date to have his issue resolved by is the 10th of April. As soon as we confirm that our vendors' work has been completed satisfactorily, we will move forward with rescheduling a COVAD technician to complete the installation. We apologize for the delay and look forward to providing your requested DSL connectivity. Sincerely, Lyn Stevens COVAD Customer Care Manager 408/490-4353

Thu Mar 26 18:24:41 1998 - remedy

Per Linda Davidsion @ Pac Bell, construction work is still pending with a possible DD of 4-10-98. Update per Rochelle.

Tue Apr 7 10:53:19 1998 - rfurst

Per Jewell @ PB, EWO job now pending with a tentative DD of 07-31-98. Changed ILEC Install Date from 02-17-98 to 07-31-98.

Sat Apr 18 21:15:36 1998 - threasaf

noted

Mon Apr 20 14:13:18 1998 - lstevens

Linda will update us with new info; the relief date has been lifted; this issue still not resolved.

Mon Apr 20 14:18:04 1998 - lstevens

Dear Lou, Your Telespeed Order, has a new etimated relief date resolution from our vendor of 5/15. We will follow up as soon as we have additional status. We apologize for the delay and look forward to completing this install as soon a possible. Lyn Stevens

Tue Apr 21 09:05:10 1998 - lstevens

New July Tme Frame. - Asked Linda to find out additioanly, could he give up an eextra phone line?/ Sounds major. Waiting till updating client until we have additional info. Linda will status.

Wed Apr 22 12:49:19 1998 - rfurst

Per Jewell @ PB, EWO (P11509Q) pending, with a tentative completion date of 7-31-98.

Mon Apr 27 20:30:27 1998 - rfurst

Approx. 2pm today, vfy'd w/Jewell @ PB, the EWO job is **still** pending completion for the end of July.

Fri May 1 14:08:07 1998 - rfurst

Per David Jones @ PB (714) 687-7761, he IS checking into an earlier resolution for this order! David will c/b to advise.

Fri May 1 19:03:33 1998 - rfurst

Per David Jones @ PB (a/o approx. 4:25pm) there was an issue provisioning this order on a pair gain. Further update expected from David.

Tue May 5 12:24:34 1998 - lstevens

Per Lasondra @ PB, P102'D - **tentative** release date is 7-31-98.

Tue May 5 15:35:51 1998 - remedy

mwalsh - set all work orders to provisionalbe by default

Tue May 12 18:49:48 1998 - rfurst

Per Liz @ PB, P102 Pndg - tentative release date remains a/o 7-31-98.

Tue May 19 16:31:57 1998 - custcare

R. Furst - Spoke w/Lasondra @ PB (714) 687-7758 re tentative release date. Still pending for the end of July??

Wed May 20 18:35:10 1998 - custcare

R.Furst - Per Lasondra @ PB, 7-31-98 is still pending as the tentative release date. Changed ILEC Date **back** to the original date (2-17-98) & updated ILEC Missed Install Date to YES.

Wed May 20 20:24:28 1998 - custcare

rfurst - corr'd typo on ILEC Install Date.

ADDITIONAL NOTES:

Cancel Lou's existing line. He has moved.

***NEW ILEC RES DATE of 4/10/98

Please send feedback to tesa@covad.com

PACIFIC BELL
NETWORK

FasTrak ISDN

5/20/98: 5/21/98 ALL DAY APMT;
NO JACK REQUIRED; BRAND
NEW LINE;

Pacific Bell FasTrak ISDN Order Confirmation for Louis Pelosi

You're all done!

It's a good idea to print this page so you have a hard copy of your order.

Your order will be processed promptly. Your order will be confirmed by mail, and the charges will be applied to your Pacific Bell bill. In some cases, a Customer Service Representative will call or email to confirm your order and to discuss special offers related to the products you have ordered.

Thank You for choosing Pacific Bell.

Customer Information

Your First Name	Louis
Your Last Name	Pelosi
Main Billing Telephone Number	650-328-1863
Contact Via Phone or Email Preference	Email
Telephone Number to Reach You at During the Day	408-490-4549
Best Time to Contact You	Morning
Your Email Address	lpelosi@covad.com

Service Type

Service Type	FasTrak Personal ISDN
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Installation Location

Installation Address (first line)	542 Hilbar Lane
Installation City	Palo Alto
Installation State	CA
Installation ZIP Code	94303
Installation Contact Name	Louis Pelosi
Install Contact Daytime Phone	408-490-4549
Working Telephone Number	650-328-1863

Convert Existing Line and Inside Wire

Convert Existing or New Line

Inside Wiring - Number of Jacks Pacific Bell is to Wire

Pacific Bell WirePro

Install a New Line

0

No

Directory Listing, Long Distance and Blocking

Directory Listing

Long Distance Carrier

Block 900/976 Calls

No

AT&T

No

Terminal Equipment

ISDN Adapter

Select from this list or
enter below**Billing Information**

Billing Name

Billing Address - Street (first line)

Billing Address - City

Billing Address - State

Billing Address - ZIP code

Working Telephone Number in This Same
Billing Name

Social Security Number

California Drivers License Number

Installment Billing Option

Additional Instructions

Louis Pelosi

542 Hilbar Lane

Palo Alto

CA

94303

empty

014-54-2855

empty

No

would like the service as
soon as possible!!

Cost Summary:

Non-Recurring Costs

- FasTrakSM Personal ISDN Line Installation • \$125.00
- New Line Installation • \$34.75

Recurring Costs

- FasTrak Personal ISDN Line Fee
- \$26.00 Per Month
 - "FCC approved surcharges"
 - \$5.00 EUCL per line
 - \$.67 Digital Port Charge per line

Usage Fees

- FasTrak Residential ISDN Line Usage • ZUM Usage

▶ go to
fastrak isdn

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